

How can we help ?

QAI can provide **information, referral, advice, advocacy** and **representation** in specialist areas of law affecting vulnerable people with disability and mental illness in Queensland.

QAI offers legal services in:

- ✓ human rights, including guardianship and administration
- ✓ mental health law

QAI has non-legal services in:

- ✓ criminal justice support
systemic advocacy and law reform
- ✓ NDIS advocacy for appeals and decision support

What we don't do:

- ✗ medical negligence and personal injury
- ✗ family law
- ✗ criminal law (but we do offer non-legal support for people with disability to navigate the criminal justice system)
- ✗ complaints about service providers, except where there is abuse or neglect

Finding other help

Visit communitylegalqld.com.au

Or call **Legal Aid Qld** on **1300 65 11 88**.

To find a private (paid) lawyer, contact the Qld Law Society (www.qls.com.au/)



If you are not sure, please give QAI a call on **3844 4200** or **1300 130 582**.

If we cannot help you we will try to refer you to someone who can.

How to access our service

There is a high demand for our services. The extent of help we can provide a person is at our discretion. Normally, you will first be offered an appointment with a lawyer or advocate.

If you would like more information or advice, or are unsure whether we can help you, please contact QAI on

(07) 3844 4200 or **1300 130 582**

You will speak to an intake officer.

If we can help you, we will book you in for an appointment. You will be asked to provide personal information including your name, date of birth, and contact details. Our ability to help you will be limited if you do not provide us with this information.

If we cannot help you, we will try to refer you to someone who can.



Queensland Advocacy Inc

Hours: 9am to 5pm, Monday to Friday

Address: Level 2, South Central
43 Peel St, South Brisbane Q 4103
(NDIS advocate based in Rockhampton)

Phone: 07 3844 4200 or 1300 130 582

Fax: 07 3844 4220

Email: qai@qai.org.au

Web: <https://qai.org.au>



@QueenslandAdvocacy



@QldAdvocacy



TERMS OF SERVICE

By using QAI's **legal or advocacy services**, you agree to the provision of assistance on the terms contained in this brochure.

This brochure has been prepared by Queensland Advocacy Inc. (QAI), an independent, community-based systems and legal advocacy organisation for people with disability in Queensland.

It does not contain legal advice.

Last updated 19 September 2019

Who can we help?

Our service is for people who have a disability, including intellectual disability, mental illness, cognitive impairment, and physical disability.

Family and support people



Only a person with disability can be a client. We respect and encourage family and support people to assist clients, however, only in exceptional circumstances can a support person be a client. This is to avoid a conflict of interest that may prevent us helping you in the future.

Guardians and attorneys



If a person has the capacity to understand and engage with our service, they can become a client, and we will act on their instructions.

If a person has a guardian, attorney or other legally recognised decision-maker, we may consult with or take instructions from the guardian, but the person with disability remains the client.

Where we work



Our services are based in Brisbane. We have an NDIS advocate in Rockhampton. We help people across Queensland by phone or videoconference.

Diversity and Inclusion



We work with clients from all backgrounds, including people who identify as Aboriginal and Torres Strait Islander, LGBTIQ+, from culturally and linguistically diverse backgrounds and people with disabilities.



Tell us what you need so we can work together.

Terms of service

If you use a QAI service, you agree to the provision of assistance on the following terms.

The Terms of Service will normally be read with an open file letter. Together these documents form a legal agreement between you and QAI for the provision of services. (this **Agreement**)

Scope of work

1. QAI will tell you verbally or in writing what QAI agrees to do for you in relation to your matter.
2. QAI will act on your instructions.
3. QAI can change this **Agreement** or stop acting for you if:
 - (a) There is work which is substantially different to the work we have agreed to do; or
 - (b) You refuse to accept QAI's advice on an important part of your matter; or
 - (c) You are not open and honest with us.
4. This **Agreement** ends when QAI has done what we said we would do, or sooner if:
 - (a) QAI cannot contact you or obtain your instructions;
 - (b) You tell us you no longer want QAI's help;
 - (c) QAI decides to stop acting for you.

Who will help you

5. You will be told the name of your QAI lawyer or advocate. An advocate is not a lawyer.
6. Other QAI staff or volunteers may assist in your matter. Work on your matter will always be supervised by a qualified QAI lawyer.

7. QAI services are independent, although we do receive government funding.

Fees and expenses

8. QAI services are free.
9. We will make an agreement with you before charging you for any out of pocket expenses.

Privacy and confidentiality

10. All information QAI receives about you and your matter will be treated confidentially and in accordance with QAI's Privacy Policy. This continues after this **Agreement** ends. The Privacy Policy is available online at gai.org.au/privacy/.
11. We will keep a confidential file about your matter. This file will be destroyed 7 years after your file has been closed, unless you request us not to do so.

Concerns and complaints

12. If you have any concerns about QAI's services, please contact the Director of Queensland Advocacy Incorporated using the contact details on the back of this brochure. For more information please see gai.org.au/contact/.

Feedback

13. QAI may contact you once this **Agreement** ends to obtain feedback on our services. You can tell us not to contact you for feedback.

If you have any questions about this document or your legal agreement with QAI, please ask your QAI lawyer or advocate.